## Managed Portal

TeamsLink gives customers a fully-managed telephony solution for Microsoft Teams. This includes a fully managed online portal that offers complete visual control over the management of users and call flows.

Smart Agent Selection (SAS)

| Sales queue AGENTS	
User Name	Skill Level
Barry	60
Dan	1
Demo	1
Jon	45
Matt	5
Rachel	40

SAS is an advanced algorithm that directs calls to agents based on skill level and capacity to deal with them, meaning users can reduce call waiting times, resolve more calls first time and improve customer satisfaction.

Multiple Breakout Points
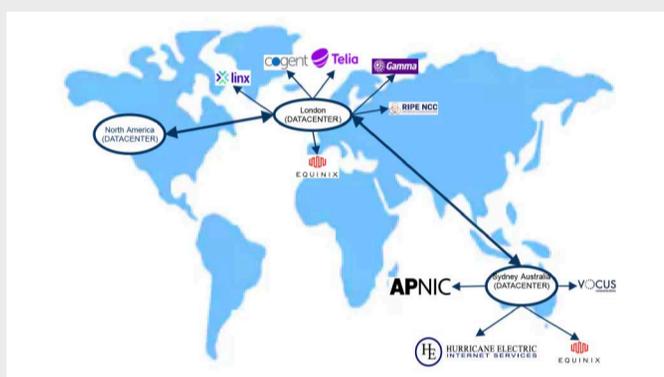
Wavenet use multiple carriers to break out to the PSTN, so we always have a route for outbound calls in case of failure. We utilise international carriers as well, so that we can break the call out to the PSTN in country internationally if required.

Advanced Disaster Recovery
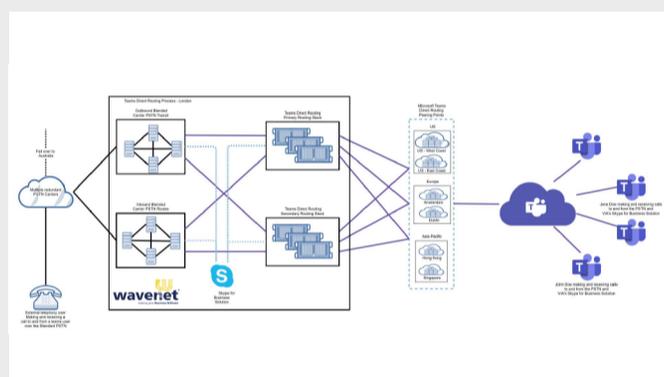
Wavenet utilise multiple carriers for PSTN calls so that we can break the call out either in country or as close to as possible. This means if one carrier goes down, we can route call traffic over another major carrier enabling complete disaster recovery.

Compliant Call Recording
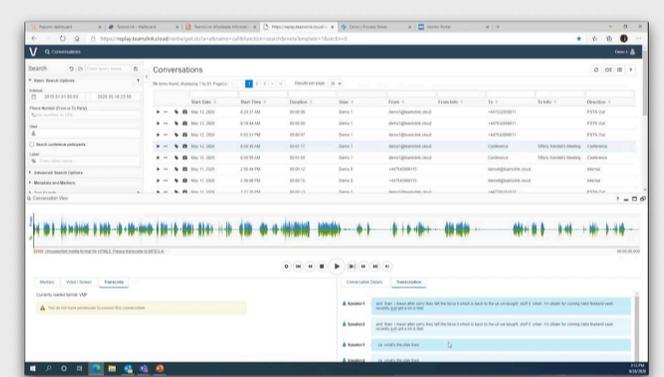
Secure and compliant recording, archiving, retrieving, searching, and monitoring for multiple modes of communication across Microsoft Teams meetings, voice calls, video conferencing, screen sharing, and chat conversations.

90+ International DDIs
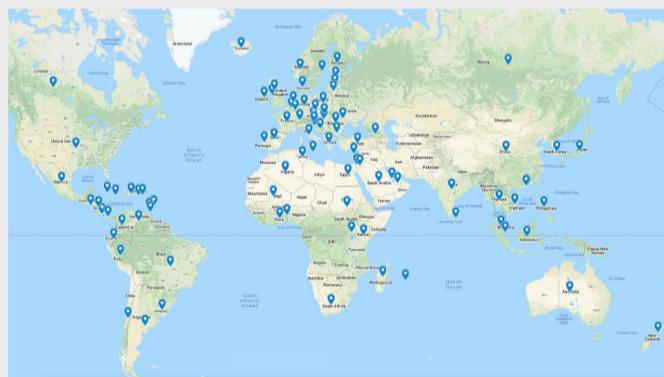
TeamsLink provides DDIs in over 90 countries with geographical breakout points between USA, AU, UK ensuring the best geographical routing and preventing delays and latency issues.

PowerBI Reporting

Share meaningful insights with pre-built report templates on internal and external call data and activity within TeamsLink, included within the TeamsLink licence as an additional feature, at no extra cost.

Omni-Channel Capabilities
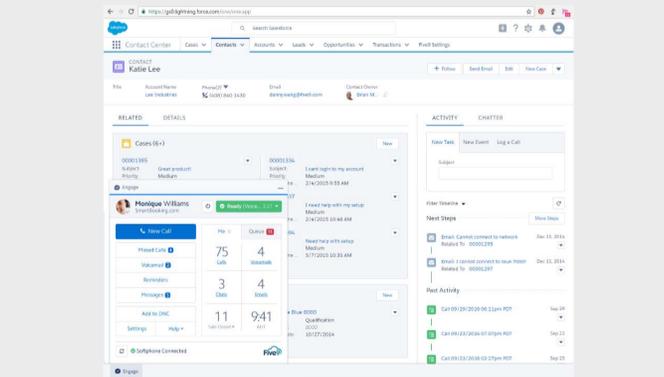
Virtual Contact Centre (VCC) will integrate into any web-based CRM solution with deep integration into MS Dynamics and Salesforce. It will also support Microsoft certified integration into MS Teams. It also supports a native onmi-channel agent desktop for large customers.

RISC IT SOLUTIONS

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Gold Datacenter
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